GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA

UNSTARRED QUESTION NO:3063
ANSWERED ON:23.03.2005
OVER BILLING IN GUJARAT
Gadhavi Shri Pushpdan Shambhudan

Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether a large number of complaints of over billing of landline telephones have been received in Gujarat;

(b) if so, the details thereof during the last three years;

(c) whether thousands of subscribers in Gujarat have surrendered their landline telephones due to continuous over billing;

(d) if so, the details thereof during the last three years and the action taken by the Government in this regard; and

(e) the details of new connections provided by the Government during the said period?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD)

(a) & (b) Sir, excess billing complaints received from the landline telephone customers are given below:-

Year	No. of Bills issued	No. of excess billing complaints received	% of excess billing complaints to bills issued
2002-03	17176708	12180	0.07%
2003-04	18360151	19162	0.10%
2004-05 (Up to Jan.05)	14053527	10188	0.07%

The number of excess billing complaints received in Gujarat Telecom. Circle is within the norms fixed by TRAI i.e. 0.10%.

(c) No, Sir. Most of the disconnections are due to reasons other than excess billing complaints.

(d) Does not arise in view of (c) above.

(e) The details of new connections provided during the last three years in Gujarat Telecom. Circle of BSNL are given below:-

Year	Gross Telephone connections provided (Landline + WLL)	GSM	Grand Total
2002-03	307988	275691	583679
2003-04	192425	206422	398847
2004-05 (Up to Feb,05)	263688	39392	303080